

**Docket No. P02799**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE  
BEFORE THE BOARD OF PATENT APPEALS AND INTERFERENCES**

Application No. : 10/757,221  
Applicant(s) : Kaplan et al.  
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**CERTIFICATE OF TRANSMISSION**

I hereby certify that, on the date shown below, this correspondence is being transmitted to the U.S. Patent and Trademark Office by EFS-Web.

Date: June 18, 2009

/Glenn W. Stoneman

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## **I INTRODUCTION**

This appeal was commenced by a Notice of Appeal filed by EFS-WEB on 4/20/2009. Applicant submits herewith this Appeal Brief and the fee of \$270 for filing a brief in support of an appeal by EFS-Web.

## **II REAL PARTY IN INTEREST**

The real party in interest is Scott P. Kaplan and Nancy Schwartz and Preston L. Palmer, the named inventors (hereinafter collectively referred to as the “applicant”).

## **III RELATED APPEALS AND INTERFERENCES**

None.

## **IV STATUS OF CLAIMS**

Claims 1-6, 10-12, 16-17, 19-22, and 23-32 stand rejected under 35 U.S.C. §102(e) as being anticipated by U.S. Patent No. 7,069,333 to Morris (hereinafter “Morris”).

Claims 7-9, 13-15, and 18 stand rejected under 35 U.S.C. §103(a) as being unpatentable over Morris in view of U.S. Published Patent Application No. 2002/0025796 by Taylor (hereinafter “Taylor”).

## **V STATUS OF AMENDMENTS**

No amendments subsequent to the final action have been filed.

## **VI SUMMARY OF CLAIMED SUBJECT MATTER**

This invention relates to a system for providing on-location troubleshooting services and employs the use of an Internet-based system for recording customer requests for service and subsequently automatically dispatching technicians and managing provision of the requested services.

### **Independent Claim 1**

Independent claim 1 is directed to “[a]n Internet-website-client-server-assisted system, relating to providing on-location electronics troubleshooting services” (see 45:11-54:16, FIGS. 1-5). The system comprises:

- registering customer information relating to at least one customer (55:14-21; FIG. 3, 61 and 62);
- registering technician information relating to at least one technician having electronics-technician abilities relating to providing such on-location electronics troubleshooting services (64:9-65:5; FIGS. 2, 67, and 68);

- maintaining a database, on at least one Internet website client server, of such customer information relating to such at least one customer (55:23-24, FIGS. 1-5);
- maintaining a database, on such at least one Internet website client server, of such technician information relating to such at least one technician (65:3-7, FIGS. 1-5);
- collecting automatically, using such at least one Internet website client server, at least one fee from such at least one customer relating to such on-location electronics troubleshooting services (56:10-57:22; 112:19-23);
- receiving, on such at least one Internet website client server, requests relating to such on-location electronics troubleshooting services from such at least one customer (57:23-58:16);
- notifying automatically, using such at least one Internet website client server, such at least one technician to provide such on-location electronics troubleshooting services requested by such at least one customer (58:17-59:21);
- receiving on-location electronics troubleshooting service information, on at least one Internet website client server, from such at least one technician (60:20-61:10); and
- maintaining a database, on such at least one Internet website client server, of such on-location electronics troubleshooting service information (61:2-10).

#### Dependent Claim 2

Claim 2 depends from Claim 1. Claim 2 adds the limitation “wherein such at least one customer and such at least one technician are sufficiently co-located within geographical areas to provide appropriate response times” (29:9-13, 58:17-59:8).

#### Dependent Claim 3

Claim 3 depends from Claim 2. Claim 3 further recites “wherein such step of receiving on-location electronics troubleshooting service information by such at least one technician” comprises:

- receiving start time of such on-location electronics troubleshooting service, on such at least one Internet website client server, from selected such at least one technician (60:23-61:10);
- receiving end time of such on-location electronics troubleshooting services, on such at least one Internet website client server, from selected such at least one technician (60:23-61:10);

- storing such start time of such on-location electronics troubleshooting service on such at least one Internet website client server (60:23-61:10); and
- storing such end time of such on-location electronics troubleshooting service on such at least one Internet website client server (60:23-61:10).

#### Dependent Claim 4

Claim 4 depends from Claim 3. Claim 4 further recites the following:

- receiving indication of any need relating to repair service, on such at least one Internet website client server, from such selected at least one technician (61:10-22);
- receiving indication of selected type of such repair service, on such at least one Internet website client server, from such selected at least one technician (61:10-22);
- storing such indication of any need relating to repair service on such at least one Internet website client server (61:10-22);
- storing such selected type of such repair service, on such at least one Internet website client server (61:10-22);
- selecting such at least one repair service of such selected type of repair service (62:9-63:1); and
- notifying such selected at least one repair service to contact such at least one customer (62:9-63:1).

#### Dependent Claim 5

Claim 5 depends from Claim 3. Claim 5 further recites receiving customer satisfaction evaluation from such selected at least one technician; and storing such customer satisfaction evaluation (61:22-62:8, FIGS. 55-60).

#### Dependent Claim 6

Claim 6 depends from Claim 2. Claim 6 recites “wherein such step of collecting automatically, using such at least one Internet website client server, at least one fee from such at least one customer relating to such on-location electronics troubleshooting services” comprises “agreeing to at least one payment of a specified amount by such at least one customer; and receiving such at least one payment” (55:2-8, 112:13-113:19).

#### Dependent Claim 7

Claim 7 depends from Claim 6. Claim 7 recites “wherein such step of receiving such at least one payment” comprises:

- providing of credit card account information by such at least one customer (55:14-21, FIGS. 61 and 62);
- storing such at least one credit card account information, on at least one Internet website client server, relating to such at least one customer (55:23-24);
- authorizing at least one charge to such credit card account of such at least one customer (55:2-8, 109:1-8, 112:13-113:1);
- storing such authorization of at least one charge to such credit card account, on at least one Internet website client server, of such at least one customer (55:18-21 and 23-24, 56:10-57:1-2, 100:19-21, 101:14-16, 109:1-5, 110:17-24, 112:13-23);
- requesting at least one payment from such at least one credit card account on behalf of such at least one customer (56:16-21, 112:19-23); and
- recording such at least one payment, on at least one Internet website client server, on behalf of such at least one customer (56:16-21, 57:2-4, 112:19-23, 113:4-6).

#### Dependent Claim 8

Claim 8 depends from Claim 7. Claim 8 recites “wherein such step of requesting at least one payment from such at least one credit card account on behalf of such at least one customer” comprises “requesting such at least one payment from such at least one credit card account on behalf of such at least one customer substantially automatically at pre-determined intervals” (56:10-16 and 56:21-57:4, 112:13-113:19).

#### Dependent Claim 9

Claim 9 depends from Claim 7. Claim 9 recites “wherein such step of requesting at least one payment from such at least one credit card account on behalf of such at least one customer” comprises “requesting such at least one payment from such at least one credit card account on behalf of such at least one customer at completion of on-location electronics troubleshooting services by such at least one technician” (56:16-21).

#### Dependent Claim 10

Claim 10 depends from Claim 2. Claim 10 further recites “notifying such at least one customer requesting such on-location electronics troubleshooting services of estimated time of arrival of notified such at least one technician; and providing such on-location electronics troubleshooting services to such at least one customer” (60:5-61:16).

#### Dependent Claim 11

Claim 11 depends from Claim 10. Claim 10 further recites “wherein such step of notifying such at least one customer requesting such on-location electronics troubleshooting services of estimated time of arrival of notified such at least one technician” comprises:

- providing to such at least one customer such estimated time of arrival by such notified such at least one technician (60:5-7); and
- recording such estimated time of arrival provided by such notified such at least one technician (59:8-19).

#### Dependent Claim 12

Claim 12 depends from Claim 10. Claim 12 further comprises providing such on-location electronics troubleshooting services to such at least one customer at any time of day; and providing such on-location electronics troubleshooting services to such at least one customer on any day (9:21-24, 53:15-54:16).

#### Dependent Claim 13

Claim 13 depends from Claim 2. Claim 13 further recites “wherein such step of registering customer information relating to at least one customer” further comprises:

- recruiting such at least one customer (54:20-56:9);
- obtaining agreement from such at least one customer to pay for such on-location electronics troubleshooting services (54:20-56:9);
- recording such customer information, on at least one Internet website client server, relating to such at least one customer (54:20-56:9);
- wherein such customer information comprises service location address; at least one contact name; at least one contact telephone number (55:18-21, FIG. 61); and
- assigning such service location address to at least one geographic dispatch area (53:24-54:6).

#### Dependent Claim 14

Claim 14 depends from Claim 13. Claim 14 recites “wherein such customer information further comprises: customer name; customer billing address; customer email address; customer credit card number; and customer credit card number expiration date” (55:18-21, FIG. 61).

#### Dependent Claim 15

Claim 15 depends from Claim 13. Claim 15 further recites “providing on-location assistance relating to implementation of such on-site customer interface module of such Internet-website-

client-server-assisted system to such at least one customer; and providing on-location usage training relating to such on-site customer interface module of such Internet-website-client-server-assisted system to such at least one customer” (56:4-9).

#### Dependent Claim 16

Claim 16 depends from Claim 2. Claim 16 recites “wherein such step of registering technician information relating to at least one technician having electronics-technician abilities relating to providing such on-location electronics troubleshooting services” comprises:

- establishing a plurality of qualification criteria relating to selecting such at least one technician (64:9-65:11, 101:20-24, FIG. 64);
- wherein such qualification criteria comprise geographic location of residence of such at least one technician, and required minimum competency levels relating to electronics-technician abilities (64:9-65:11, 101:20-24, FIG. 64); and
- recruiting such at least one technician (64:9-65:11, 101:20-24, FIG. 64); and
- recording technician information, on at least one Internet website client server, relating to selected such at least one technician (64:9-65:11, 101:20-24, FIG. 64);
- wherein such technician information comprises technician name, technician home address, technician home telephone number, technician email address, and technician electronics-technician skills (64:9-65:11, 101:20-24, FIG. 64);
- selecting such at least one technicians using such plurality of qualification criteria (64:9-65:11, 101:20-24, FIG. 64);
- assigning such selected at least one technician a unique identification number (102:19-103:5);
- assigning such technician home address to at least one geographic dispatch area (29:9-13); and
- implementing at least one technician user interface module of such Internet-website-client-server-assisted system (51:22-52:7).

#### Dependent Claim 17

Claim 17 depends from Claim 16. Claim 17 recites “wherein such technician information further comprises: technician cellular phone number; and technician pager number” (102:19-103:5, FIG. 67).

#### Dependent Claim 18

Claim 18 depends from Claim 2. Claim 18 recites “wherein such step of receiving, on such at least one Internet website client server, requests relating to such on-location electronics troubleshooting services from such at least one customer” comprises:

- inputting of login identification information, on such at least one Internet website client server, from such at least one customer (57:23-58:7, FIG. 8);
- validating login identification information from such at least one customer (57:23-58:7);
- receiving confirmation of accuracy, on such at least one Internet website client server, of such customer information (73:7-13, FIG. 2: 101, 202, FIG. 11);
- receiving contact information, on such at least one Internet website client server, relating to such current at least one on-location electronics troubleshooting request (73:20-74:1, FIG. 2: 101, 202, FIG. 13);
- submitting of at least one problem description relating to such current at least one on-location electronics troubleshooting request by such at least one customer (73:20-74:10, FIG. 14); and
- receiving of such at least one problem description relating to such current at least one on-location electronics troubleshooting request, on such at least one Internet website client server, from such at least one customer (74:5-10, FIG. 2: 101, 202, FIG. 14).

#### Dependent Claim 19

Claim 19 depends from Claim 2. Claim 19 recites “wherein such step of notifying automatically, using such at least one Internet website client server, such at least one technician to provide such on-location electronics troubleshooting services requested by such at least one customer” comprises “selecting such at least one technician using dispatch selection criteria; wherein such dispatch selection criteria comprises identifying at least one of such at least one technician assigned to such same geographic dispatch area as such service location of such at least one customer requesting on-location electronics troubleshooting services, and identifying at least one such technician having greatest elapsed time since such last notification; and notifying such at least one technician to provide such on-location electronics troubleshooting services requested by such at least one customer; and recording time of such notification, on such at least one Internet website client server, of such at least one technician” (9:21-24, 58:17-59:13).

#### Dependent Claim 20



Claim 20 depends from Claim 2. Claim 20 further recites the following:

- receiving at least one work shift start request, on such at least one Internet website client server, from such at least one technician (76:3-9, FIG. 19, 25);
- storing time of day and date of receipt of such work shift start request, on such at least one Internet website client server, from such at least one technician (76:3-9, FIG. 19, 25);
- sending confirmation of start of work shift to such at least one technician (76:3-9, FIG. 19, 25);
- receiving at least one end of work shift request, on such at least one Internet website client server, from such at least one technician (80:1-10, FIG. 19, 28);
- storing time of day and date of receipt of such at least one end of work shift request, on such at least one Internet website client server, from such at least one technician (80:1-10, FIG. 19, 28); and
- sending confirmation of end of work shift to such at least one technician (80:1-10, FIG. 19, 28).

#### Dependent Claim 21

Claim 21 depends from Claim 20. Claim 21 further recites “presenting planned shift scheduling to such at least one technician” (80:23-81:9, FIG. 24).

#### Dependent Claim 22

Claim 22 depends from Claim 2. Claim 22 recites preparing text-based reports; and preparing graphical reports (67:8-70:13).

#### Independent Claim 23

Claim 23 is directed to an “Internet website client-server computer system relating to providing on-location electronics troubleshooting services” (see 45:11-54:16, FIGS. 1-5) comprising, in combination:

- computer interface and storage means for registering customer data relating to at least one customer (45:11-48:8, 100:19-23, FIGS. 1-5, 62);
- computer interface and storage means for registering technician data relating to at least one technician having electronics-technician abilities relating to providing such on-location electronics troubleshooting services (45:11-48:8, 64:20-65:7, FIGS. 1-5, 67);

- database means for maintaining a database of such customer data relating to such at least one customer (45:11-48:8, 100:19-101:1, FIGS. 1-5:101 and 62);
- database means for maintaining a database of such technician data relating to such at least one technician (45:11-48:8, 102:19-103:5, FIGS. 1-5, 67);
- computer processor means for managing collecting at least one fee from such at least one customer relating to such on-location electronics troubleshooting services (113:4-9, FIGS. 1-5, 73:101);
- computer interface and storage means for receiving requests relating to such on-location electronics troubleshooting services from such at least one customer (57:23-58:16, FIGS. 1-18);
- computer processor and communications-device means for automatically notifying such at least one technician to provide such on-location electronics troubleshooting services requested by such at least one customer (58:17-60:7, FIGS. 1-5); and
- computer interface and storage means for recording on-location electronics troubleshooting service information (61:2-15, FIGS. 1-5).

#### Dependent Claim 24

Claim 24 depends from Claim 23. Claim 23 further recites “computer processor means for substantially fully automating such dispatching of such at least one technician to such at least one customer relating to such on-location troubleshooting” (58:17-59:18, FIGS. 1-5).

#### Dependent Claim 25

Claim 25 depends from Claim 24. Claim 25 further recites:

- computer processing means for selecting such at least one technician using dispatch selection criteria (58:17-59:2, FIGS. 1-5);
- wherein such dispatch selection criteria comprises such at least one technician assigned to such same geographic dispatch area of such at least one customer requesting on-location electronics troubleshooting services, and such at least one technician having greatest elapsed time since last such dispatch (59:2-8, FIGS. 1-5); and
- communications device means for notifying such at least one technician to provide such on-location electronics troubleshooting services requested by such at least one customer (59:8-60:5, FIGS. 1-5); and

- computer processor means for recording time of such notification of such at least one technician (59:8-19, FIG. 4:101).

#### Dependent Claim 26

Claim 26 depends from Claim 23. Claim 26 recites “wherein such computer processor means for managing collecting at least one fee from such at least one customer relating to such on-location electronics troubleshooting services further comprises”:

- computer interface and storage means for receiving credit card account information from such at least one customer (55:23-56:4, FIGS. 45, 52-54, 61-62, FIG. 2:101, 202);
- computer processor and communications means for requesting payment from such at least one credit card account on behalf of such at least one customer (57:2-9, FIG. 2, FIG. 3:101); and
- computer processor means for recording such payment on behalf of such at least one customer (57:2-11, FIG. 3:101).

#### Dependent Claim 27

Claim 27 depends from Claim 26. Claim 27 recites “wherein such computer processor and communications means for requesting payment from such at least one credit card account on behalf of such at least one customer” comprises “computer processor and communications means for requesting such at least one payment from such at least one credit card account on behalf of such at least one customer substantially automatically at pre-determined intervals” (56:10-57:22, FIG. 3:101).

#### Dependent Claim 28

Claim 28 depends from Claim 26. Claim 28 recites “wherein such computer processor and communications means for requesting payment from such at least one credit card account on behalf of such at least one customer” comprises “computer processor and communications means for requesting such at least one payment from such at least one credit card account on behalf of such at least one customer at completion of on-location electronics troubleshooting services by such at least one technician” (56:10-57:22, FIG. 3:101).

#### Dependent Claim 29

Claim 29 depends from Claim 23. Claim 29 recites "wherein such computer interface and storage means for receiving requests relating to such on-location electronics troubleshooting services from such at least one customer further comprises":

- computer interface means for inputting login identification information by such at least one customer (57:23-58:6, FIG. 4:101);
- computer processing means for validating login identification information from such at least one customer (71:20-72:1, FIG. 2:101, 202, FIG. 8);
- computer interface means for receiving confirmation of accuracy of such customer information (73:7-13, FIG. 2: 101, 202, FIG. 11);
- computer interface and storage means for receiving contact information relating to such current at least one on-location electronics troubleshooting request (73:20-74:1, FIG. 2: 101, 202, FIG. 13); and
- computer interface and storage means for receiving at least one problem description relating to such current at least one on-location electronics troubleshooting request by such at least one customer (74:5-10, FIG. 2: 101, 202, FIG. 14).

#### Dependent Claim 30

Claim 30 depends from Claim 23. Claim 30 further recites:

- computer interface and storage means for receiving at least one work shift start request from such at least one technician (76:3-7, FIG. 2: 101, 207, FIG. 20);
- computer interface means for presenting confirmation of start of work shift to such at least one technician (77:14-21, FIGS. 2:101, 207, FIG. 25);
- computer interface and storage means for receiving at least one end of work shift request from such at least one technician (78:1-8, FIGS. 2:101, 207, FIG. 28);
- computer interface means for presenting confirmation of end of work shift to such at least one technician (80:1-8, FIG. 2:101, 207, FIG. 28);
- computer interface means for presenting planned shift scheduling to such at least one technician (80:23-81:9, FIG. 2:101, 207, FIG. 19);
- computer interface and processor means for presenting text reports; and computer interface and processor means for presenting graphical reports (67:13-70:13, FIG. 2: 101).

#### Dependent Claim 31

Claim 31 depends from Claim 23. Claim 31 recites “wherein such computer interface and storage means for recording on-location electronics troubleshooting service information further comprises”:

- computer interface and storage means for receiving start time of such on-location electronics troubleshooting service from such selected at least one technician (60:23-61:10, FIGS. 45 and 52-54);
- computer interface and storage means for receiving end time of such on-location electronics troubleshooting services from such selected at least one technician (60:23-61:10, FIGS. 45 and 52-54);
- computer interface and storage means for receiving indication of any need relating to repair service from such selected at least one technician (61:10-22, FIGS. 1-5 and 56-57);
- computer interface and storage means for receiving indication of selected type of such repair service from such selected at least one technician (61:10-22, FIGS. 1-5 and 56-57);
- computer processor means for selecting such at least one repair service of such selected type of repair service (61:10-22, FIGS. 1-5 and 56-57);
- communications device means for notifying such selected at least one repair service to contact such at least one customer (62:9-20, FIGS. 1-5); and
- computer interface and storage means for receiving customer satisfaction evaluation (99:13-100:6, FIGS. 1-5, 58).

#### Independent Claim 32

Claim 32 is directed to “[a]t least one network-client-server-assisted system, relating to assisting providing services to at least one customer, comprising the steps of”:

- maintaining a database on such at least one network-client-server-assisted system of customer-assistance information relating to such at least one customer (55:14-56:9, FIGS. 1-5);
- receiving, on such at least one network-client-server-assisted system, requests relating to such services from such at least one customer (57:23-58:16, FIGS. 1-18); and

- notifying automatically, using such at least one network-client-server-assisted system, at least one service provider to provide such services requested by such at least one customer (58:17-60:5, FIGS. 1-5).

## **VII GROUNDS OF REJECTION TO BE REVIEWED ON APPEAL**

Claims 1-6, 10-12, 16-17, 19-22, and 23-32 stand rejected under 35 U.S.C. §102(e) as being anticipated by U.S. Patent No. 7,069,333 to Morris (hereinafter “Morris”).

Claims 7-9, 13-15, and 18 stand rejected under 35 U.S.C. §103(a) as being unpatentable over Morris in view of U.S. Published Patent Application No. 2002/0025796 by Taylor (hereinafter “Taylor”).

The issues before the Board are as follows:

### **35 U.S.C. §102**

**ISSUE 1:** Are claims 1-6, 10-12, 16-17, and 19-22 patentable under 35 U.S.C. §102 over Morris?

**ISSUE 2:** Are Claims 23-32 patentable under 35 U.S.C. §102 over Morris?

**ISSUE 2a:** Have Claims 23-32 been properly examined under 37 C.F.R. §1.104 ?

### **35 U.S.C. §103**

**ISSUE 3:** Are Claims 7-9, 13-15, and 18 patentable over Morris in view of Taylor?

**ISSUE 3a:** Have Claims 13-15 and 18 been properly examined under 37 C.F.R. §1.104 ?

## **VIII ARGUMENT**

### **Applicant’s Claims are Novel**

**ISSUE 1:** Are claims 1-6, 10-12, 16-17, and 19-22 patentable under 35 U.S.C. §102 over Morris?

Applicant respectfully submits that Morris does not teach each and every element of Claims 1-6, 10-12, 16-17, and 19-22 such that a *prima facie* case of anticipation has not been established.

To anticipate a claim under 35 U.S.C. §102, the Examiner must show each of the claimed elements as they are arranged in applicant’s claim. MPEP §2131 states that the reference—Morris in the instant case—must teach every element of the claim to anticipate the claim. *Verdegaal Bros. v. Union Oil Co. of California*, 814 F.2d 628, 631, 2 USPQ2d 1051, 1053 (Fed. Cir. 1987) states, “A claim is anticipated only if each and every element as set forth in the claim is found, either expressly or inherently described, in a single prior art reference.” *Richardson v. Suzuki Motor Co.*, 868 F.2d 1226, 1236, 9 USPQ2d 1913, 1920 (Fed. Cir. 1989) states, “The identical invention must be shown

in as complete detail as is contained in the ... claim. The elements must be arranged as required by the claim . . .” Applicant respectfully submits, for the reasons set forth herein, that Morris does not teach each and every element set forth in applicant’s claims.

In response to the first Office action<sup>1</sup> in which Claims 1-6, 10-12, 16-17, and 19-22 were rejected citing Morris, applicant submitted factual evidence from Morris itself explaining why Morris did *not* disclose each and every element of applicant’s claimed invention and that Morris is *not* identical to the claimed invention. In response to applicant’s factual assertions, the Examiner continued the rejection based on Morris and stated that “the mere fact that Morris is done by a computer *means* it is automated” (emphasis added)<sup>2</sup>. While there are some elements of Morris that may be automated, applicant’s claimed invention deals with areas in which Morris states, or in which the evidence strongly suggests, that the Morris system is not automated (*i.e.*, requires a human). In particular, applicant’s claimed invention provides a system to automatically dispatch technicians without requiring a human and to automatically collect a fee without requiring a human. These features, among other features, are not taught or disclosed in Morris and are important elements which the applicant has taught in exchange for the Constitutional *quid pro quo*.<sup>3</sup>

#### Claim 1

With respect to Claim 1, Morris does not disclose, *inter alia*, “collecting automatically, using such at least one Internet website client server, at least one fee from such at least one customer relating to such on-location electronics troubleshooting services”.

The Examiner alleges that Morris discloses the “automatic collecting” feature by pointing to Morris at Column 2, lines 34 to 38 which states “[t]he information [about a technician work order] is provided back to the service center where it may be used to calculate the billing appropriate to the job being performed, or to keep the customer informed of the status of the technician’s work”.

Applicant respectfully submits that Morris does not disclose “collecting *automatically*, using such at least one Internet website client server, at least one fee from such at least one customer”. Applicant’s specification is of assistance in understanding the difference between applicant’s system and that of Morris. Applicant’s specification at page 56, lines 16-21 states, “In the request payment step 352, on completion of a service request preferably the on-location services management

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<sup>1</sup> See Office action of August 20, 2008.

<sup>2</sup> See Office action of January 1, 2009, paragraph 24.

<sup>3</sup> U.S. Constitution, Article I, Section 8.

software will preferably create a payment request for the customer 303 and transmit it to the credit card processing company 305 for payment to the owner/manager 301.”

Morris clearly teaches “human billing”, or “manual billing”, as suggested by Morris itself.

In the response to the first Office action, applicant submitted evidence to the Examiner that the “billing” in Morris was “human billing” and not “automatic” as claimed by applicant. For example, the below image is reproduced from page 385 of the Morris’s prior provisional filing (Application Serial No. 60/148,768) incorporated by reference into Morris.<sup>4</sup>

The following fields are used the Bill To Customer data entry form.

Fieldname	Description
Company Name	Company name of the selected billing entity.
Address	Street address of the selected billing entity.
When to Bill	When to bill the selected customer. For example, monthly on the 15 <sup>th</sup> , monthly on the 1 <sup>st</sup> , upon completion of the job, etc.
Attn	Bills should be sent to the attention of this person or group.
Dept/Care Of	Name that bills are to be sent in care of.

Table 34: Job Site Billing Info Tab Bill to Customer Data Entry Fields

Applicant noted in a prior response that the “When to Bill” fieldname provides multiple times to bill (e.g., monthly on the 15<sup>th</sup>, upon job completion) and did not indicate “automatic” collection as claimed by applicant. Further, the use of an “Attn” and “Dept/Care Of” fields is indicative that bills are sent/mailed for payment and that payment is *not* collected automatically as applicant claims.

It is clear to applicant that the system of Morris is intended to use traditional billing/invoicing that is not collected automatically as applicant’s claims and teaches.

Returning to Morris, Morris at column 6, lines 54-56 states that the customer “may have a relationship where they pay a fee for on-call service, or they may simply pay for work performed as it is needed.” Applicant respectfully submits that, in view of the other factual evidence submitted, that this “payment” is received after invoicing/billing the customer. Once again, the payment is *not* automatically collected.

Applicant’s claimed invention is commercially significant in that considerable transaction costs in hiring and training staff are present in human operated billing systems. If payment is not received from a customer, further transaction costs and time are spent reminding a customer that a

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<sup>4</sup>Application Serial No. 60/148,798 includes the training guide for users of the disclosed system.



bill is past due, for example. Applicant's claimed invention solves these issues by providing a system in which payment is collected automatically.

Applicant respectfully submits that the claimed invention, which includes, among other things, automatically collecting payment, provides many other commercially significant advantages. For example, knowing that payment is collected automatically benefits the troubleshooter/technician who, with applicant's system, need not worry about possible payment problems. Further, for the customer, automatic payment is a significant convenience in that it diminishes the chance that a past due bill will damage a customer's credit or delay troubleshooting services. Further, automatic payment provides the system provider with steady cash flow for necessary software, hardware, and wetware (*e.g.*, human technicians).

Also with respect to Claim 1, Morris does not disclose, *inter alia*, "notifying automatically, using such at least one Internet website client server, such at least one technician to provide such on-location electronics troubleshooting services requested by such at least one customer."

The Examiner cites Morris at column 2, lines 24-30 which states, "Requests are taken from the customer by the service center system, and these requests are used to prepare work orders, which are then assigned to an available technician. The technician receives the work order and an alert that the work order has been assigned to him."

There is no indication in Morris that this process is automatic. In fact, there is evidence to suggest that Morris is *not* automatic.

The below image is reproduced from page 340 of the Morris's prior provisional filing (Application Serial No. 60/148,768) incorporated by reference into Morris. The below image clearly indicates that technicians are selected by a human user of the system ("3. Click on the check boxes to assign a technician").

### Technician Button

The technician button brings up a list of technicians for you to select.

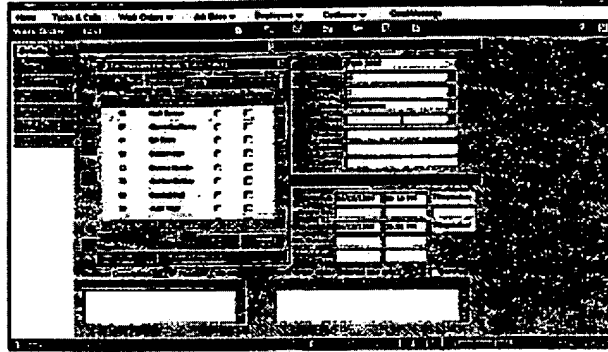


Figure 67: Technicians for Work Order Dialog

- 1 Click the **Technician** button. The dialog opens.
- 2 Select the name. It becomes highlighted.
- 3 Click on the check boxes to assign technicians.
- 4 Click one of the radio buttons to assign a lead technician
- 5 Click **OK**. The dialog disappears and the information is filled in. If you select more than one technician, only the lead is shown on the work order,

In contrast to Morris, applicant's specification at page 54, lines 12-16 states, "Preferably, technician dispatch is automatically performed using an algorithm which considers the time of the last dispatch for each technician 304 assigned to a work cell and dispatches the technician 304 with the longest time since the last dispatch."

A clear advantage of automatic notification is less staff. In applicant's system, a human dispatcher is not needed to operate the notification as Morris teaches. Consequently, Morris does not anticipate applicant's claimed invention.

For the reasons advanced above, applicant respectfully submits that Morris does not disclose each and every element of Claim 1 and that the Examiner has not established a *prima facie* case of anticipation. Applicant respectfully requests that the Board reverse the decision of the Examiner.

### Claim 2

Applicant respectfully submits that Morris does not teach *each and every* element of applicant's claim 2 such that a *prima facie* case of anticipation has not been established.

Applicant repeats in full at this point, by reference, the entire above arguments regarding Morris. Applicant respectfully submits that Morris does not disclose the elements of applicant's claimed invention as the Examiner suggests, and that Morris is different both structurally and

functionally from applicant's claimed invention. Thus it is respectfully submitted that a *prima facie* case of anticipation has not been established.

Additionally, applicant's Claim 2 adds the limitation "wherein such at least one customer and such at least one technician are sufficiently co-located within geographical areas to provide appropriate response times". Applicant's specification at page 58, lines 18-21 states, "[P]referably a technician 304 is selected from the technicians 304 assigned to the work cell in which the customer 303 is located and is preferably dispatched by on-location services management software running on the Web Server 101." In other words, applicant's system is designed so that technicians are assigned in the same geographic area as the customer.

The Examiner cites Morris at column 14, lines 48-55, which states, "This map may optionally be linked to a locator service 50 which allows the system to determine the location of the technician system and thereby display a more useful map. For instance, if the technician system is located 30 miles from the job site, a map which is zoomed out to a large scale may be the most appropriate display for leading the technician to the job site. Conversely, when the technician system is located within a mile of the job site, a map of smaller scale showing individual streets may be displayed to guide the technician directly to the proper address."

Applicant respectfully submits that this portion of Morris is directed to providing a map *not* applicant's claimed system "wherein such at least one customer and such at least one technician are sufficiently co-located within geographical areas to provide appropriate response times". Applicant's claimed invention provides the advantage of quick response times by the troubleshooter. Quick response times are correlated with increasing numbers of satisfied customers which leads to repeat business for a troubleshooting service organization. The provision of a map in Morris for the benefit of the technician in driving to a location is an issue distinct from the claimed feature. Applicant further adds that the provision of a map with zooming capability has no correlation to increased response times as applicant claims. Applicant's advantages are significant in that if technician response times are poor, a customer is likely to discontinue use of the services provided by the technician and troubleshooting service organization. Applicant's claimed invention provides a commercial advantage over the cited reference in that the claimed system advantageously and systematically solves an issue of improper response times by technicians which solution is tied to customer satisfaction.

Applicant also notes that the co-location feature is significant when performing automated notification of troubleshooters. Applicant's specification at page 58, lines 17-24, states, "Preferably a technician 304 is selected from the technicians 304 assigned to the work cell in which the customer 303 is located and is preferably dispatched by on-location services management software running on the Web Server 101. Preferably, the on-location services management software considers the elapsed time since the last dispatch for each available technician 304." The dispatching by a human, as is done in Morris, introduces error that applicant's "automatic" system solves.

To further emphasize and illustrate the advantages of applicant's system over the Morris system, applicant respectfully submits that applicant's claimed invention solves many of the flaws associated with human dispatching. For example, human dispatchers may exhibit personal feelings of favoritism or "ill will" toward certain technicians and may assign or decline to assign certain technicians to certain jobs. This is disadvantageous to a troubleshooting service organization in that it increases the chances of customer dissatisfaction which may arise from less than appropriate response times (*i.e.*, if a dispatcher sends a favored, but inappropriately located, technician to a job site instead of an appropriately located technician). In applicant's system where the technician is notified automatically, the human dispatcher's favoritism/"ill will" feelings are irrelevant (and preferably so). Further, in human dispatching it is necessary and lawful to give dispatchers breaks and time away from work. When a dispatcher is on a lunch break, for example, no dispatching occurs which increases the chances of customer dissatisfaction because the customer will have to wait longer for service. Further, in human dispatching a dispatcher may or may not have enough skills to properly assess the technical ability of a technician. In the event that a job requires a highly skilled technician, a human dispatcher may not always send the appropriately skilled technician for a particular job. For the reasons stated above, customers are much more likely to discontinue using a troubleshooting service organization that does not use the applicant's claimed invention.

Applicant respectfully submits that Morris does not disclose each and every element of Claim 2 and that the Examiner has not established a *prima facie* case of anticipation. Applicant respectfully requests that the Board reverse the decision of the Examiner.

### Claim 3

Applicant respectfully submits that Morris does not teach *each and every* element of applicant's claim 3 such that a *prima facie* case of anticipation has not been established. Applicant

repeats in full at this point by reference the entire above arguments regarding Morris. Applicant respectfully submits that Morris does not disclose the elements of applicant's claimed invention as the Examiner suggests, and that Morris is different both structurally and functionally from applicant's claimed invention. Thus it is respectfully submitted that a *prima facie* case of anticipation has not been established.

Claim 3 recites, *inter alia*, receiving start time of such on-location electronics troubleshooting service, on such at least one Internet website client server, from selected such at least one technician; and receiving end time of such on-location electronics troubleshooting services, on such at least one Internet website client server, from selected such at least one technician.

The Examiner cites FIGS. 3 and 8b of Morris as allegedly disclosing Claim 3. FIG. 3 of Morris is a screenshot showing the status of a technician over a 12 hour period. Fig. 8b is a time sheet review showing total hours worked at a particular job site. The disclosures in FIG. 3 and 8b are *not* identical for anticipation purposes to the start time or end time as claimed (which provides historical time significance for record keeping purposes).

Applicant notes that an advantage of the claimed "start and end times", among many other advantages, of the claimed invention is that the start and end time data may be analyzed to determine job completion trends. The data can be analyzed for the benefit of the troubleshooting service organization. Further, knowing the start and end times provides predictability for the managing troubleshooting service organization in that the managing troubleshooting service organization may train technicians prior to servicing work orders. Further, the predictability afforded by job trend completion data translates to more accurate estimates of arrival time for the benefit of customers. In Morris, poor response times arise when a technician "ball parks" an inaccurate arrival time. In applicant's claimed system, measurable data may be used to provide accurate arrival time information to customers. Frequent poor response, as may be expected without applicant's claimed features, will lead to customer dissatisfaction. As a result, future revenue of the troubleshooting service organization is lost. Further, applicant's claimed invention ensures billing is accurate and is not subject to the technician entering data manually.

Since this identical feature is apparently missing in Morris, applicant respectfully submits that the Examiner has not established a *prima facie* case of anticipation with respect to Claim 3.

For the reasons advanced above, applicant respectfully submits that Morris does not disclose each and every element of Claim 3 and that the Examiner has not established a *prima facie* case of anticipation. Applicant respectfully requests that the Board reverse the decision of the Examiner.

#### Claim 4

Applicant respectfully submits that Morris does not teach *each and every* element of applicant's claim 4 such that a *prima facie* case of anticipation has not been established. Applicant repeats in full at this point by reference the entire above arguments regarding Morris. Applicant respectfully submits that Morris does not disclose the elements of applicant's claimed invention as the Examiner suggests, and that Morris is different both structurally and functionally from applicant's claimed invention. Thus it is respectfully submitted that a *prima facie* case of anticipation has not been established.

Claim 4 relates to technician notification of needed repair service and communication with the repair service and customer. Among other things, Morris does not disclose that the system permits a technician to select at least one repair service of such selected type of repair service.

The Examiner cites column 2, lines 20-30 of Morris and FIGS. 4 and 5 in rejecting Claim 4. Column 2, lines 20-30 of Morris states, "The present invention provides a system for managing field service information for an office, customer, and technician using a service center system including a database of information about the field service to be performed and the technicians available to perform it. Requests are taken from the customer by the service center system, and these requests are used to prepare work orders, which are then assigned to an available technician. The technician receives the work order and an alert that the work order has been assigned to him."

Morris does not disclose applicant's Claim 4. Column 2, lines 20-30 (cited by the Examiner) describes the system generally and FIGS. 4 and 5 (also cited by the Examiner) of Morris show a digital work order sheet wherein the technician merely notates that a problem is described on the work order. There is no disclosure of applicant's claimed combination, especially, that the technician selects a repair service stored on the system. In Morris, the technician only makes a note of a problem. In applicant's claimed invention, the technician selects the repair service and the system automatically notifies the appropriate party of the repair need.

It is respectfully noted that in Morris, since the technician cannot create a repair work order, the technician may add additional repair services which would be manually read by the office staff. In most cases, office staff members are not technically-minded. Thus additional repair service

details may be overlooked or not understood without use of applicant's claimed system. This creates inefficiency and may result in delayed repair service. In applicant's system, since the repair service work order is created at the time of discovery by the on-site technician, the repair service note cannot be "lost". In this case, the customer gets the fastest service possible because the repair service order is generated in "real-time" by the technician. In applicant's claimed invention, customer satisfaction is likely.

Since this identical feature is apparently missing in Morris, applicant respectfully submits that the Examiner has not established a *prima facie* case of anticipation with respect to Claim 4.

For the reasons advanced above, applicant respectfully submits that Morris does not disclose each and every element of Claim 4 and that the Examiner has not established a *prima facie* case of anticipation. Applicant respectfully requests that the Board reverse the decision of the Examiner.

#### Claim 5

Applicant respectfully submits that Morris does not teach *each and every* element of applicant's claim 5 such that a *prima facie* case of anticipation has not been established. Applicant repeats in full at this point by reference the entire above arguments regarding Morris. Applicant respectfully submits that Morris does not disclose the elements of applicant's claimed invention as the Examiner suggests, and that Morris is different both structurally and functionally from applicant's claimed invention. Thus it is respectfully submitted that a *prima facie* case of anticipation has not been established.

Applicant's Claim 5 recites "receiving a customer satisfaction evaluation from such selected at least one technician; and storing such customer satisfaction evaluation".

The Examiner cites column 13, lines 25-30 of Morris which describes preparing a work order for the customer.

With respect to Claim 5, applicant submits that a customer satisfaction evaluation is markedly different than a review of a work order which Morris discloses at column 13, lines 25-30. The purpose of Morris' work order review is for the technician and the customer to verify the accuracy of the information contained within the work order primarily for *proper billing*. The purpose of applicant's customer satisfaction evaluation is to gather data primarily related to the customer's level of satisfaction. These are very different goals, and as such, applicant respectfully submits that the Examiner has not established a *prima facie* case of anticipation with respect to Claim 5.

Applicant adds that customer satisfaction is an important advantage and not trivial in that it fits well with automated dispatching compared to manual dispatching. For example, when a technician shows a “low” customer satisfaction rating, that “low scoring” technician may not be automatically dispatched to a customer site or may be dispatched only after other “higher scoring” technicians have been previously automatically dispatched. In automatic dispatching, the “scores” are handled objectively.

The provision of a Customer Satisfaction Evaluation provides an advantage to customers in that they may communicate “in the moment” to the managing troubleshooting service organization. If a customer is dissatisfied, the troubleshooting service organization will be made aware in a timely fashion and can choose to act to improve customer satisfaction.

Since this identical feature is apparently missing in Morris, applicant respectfully submits that the Examiner has not established a *prima facie* case of anticipation with respect to Claim 5.

For the reasons advanced above, applicant respectfully submits that Morris does not disclose each and every element of Claim 5 and that the Examiner has not established a *prima facie* case of anticipation. Applicant respectfully requests that the Board reverse the decision of the Examiner.

#### Claim 6

Applicant respectfully submits that Morris does not teach *each and every* element of applicant’s claim 6 such that a *prima facie* case of anticipation has not been established.

Claim 6 recites that the system enables a customer to agree to at least one payment of a specified amount; and that the system will receive the at least one payment.

As discussed above with respect to Claim 1, Morris does not disclose that the system automatically collects a fee for the services rendered by the technician. Applicant repeats the above arguments made with respect to Claim 1 as though set forth fully herewith.

The Examiner cites column 13, lines 20-40 and column 11, lines 22-40 which respectively state, “

Once the work is done, an appropriate "wrap-up" process 20 is presented to the technician for him to perform (345). This includes reviewing the work order summary (350), adding notes for the office (355), documenting any additional charges which must be made to the client (360), following a checklist of necessary wrap-up activities (365), recommending repairs to the customer (370) and preparing the final work order report (375). Once the work order report is prepared, it is reviewed by the customer and signed (380), which allows



the work order to be closed out (385). These steps will be described in greater detail below.

The technician begins each work day by powering up his system, which will automatically communicate this fact with the service center system, thereby designating the technician as available for assignment. In alternate embodiments the technician may be required to explicitly log on initially to designate himself as available or to enter a password or perform some other security or authentication process. However, generally, once the technician system has been activated, the technician is considered to be available for assignment.

and

For the discussion which follows, it will be assumed that an FSO has already arranged with a field service management company to have field service management provided through a service center system, and that technician and contract information have already been loaded onto the service center system by the office. Field service requests are entered into customer systems by the customers as they are needed. For instance, if the boiler is running poorly, the customer may enter an appropriate request into their system. This information is sent to the service center system which acknowledges the need for a service call to this particular customer site, and appropriate information related to this customer and job site is extracted from the database of customer information on the service center system or on the mobile technician system. This information can include without limitation: the address of the customer site; the history of work performed at that customer site; the billing arrangement between that customer and the FSO; the type of repair associated with this sort of problem; the address of the work site (if different from the billing address of the customer); the urgency of the problem; any special preparations that are needed prior to beginning work; or such other information as is known by those of skill in the art.

Neither of these sections discloses the identical features (including automatic fee collecting) which applicant claims in Claim 1. Since this identical feature is apparently missing in Morris, applicant respectfully submits that the Examiner has not established a *prima facie* case of anticipation with respect to Claim 6. Applicant respectfully requests that the Board reverse the decision of the Examiner.

### Claim 10

Applicant respectfully submits that Morris does not teach *each and every* element of applicant's claim 10 such that a *prima facie* case of anticipation has not been established. Applicant repeats in full at this point by reference the entire above arguments regarding Morris. Applicant respectfully submits that Morris does not disclose the elements of applicant's claimed invention as the Examiner suggests, and that Morris is different both structurally and functionally from applicant's claimed invention. Thus it is respectfully submitted that a *prima facie* case of anticipation has not been established.

Claim 10 recites that the system provides notifying such at least one customer requesting such on-location electronics troubleshooting services of estimated time of arrival of notified such at least one technician; and providing such on-location electronics troubleshooting services to such at least one customer.

The Examiner cites FIG. 4 and column 19, lines 43-55 of Morris as allegedly disclosing these claimed elements.

Applicant respectfully submits that Morris does not disclose notifying a *customer* of the estimated time of arrival (*i.e.*, prior to arriving and for the benefit of the customer). Morris clearly relates to events after completion of the work in that at column 19, lines 43-55, Morris states, "The Work Order Summary is a listing which is *generated* based upon all of the recorded information *produced* and 45 *recorded* upon the technician system at the job site. This produces a line-by-line summary which includes such information as the time of arrival of the technician to the job site, the name of each piece of equipment inspected, the specific measurements *made* and the values of the readings *taken* for 50 that equipment, the diagnostic activity *performed*, the maintenance tasks *performed*, and the replacement parts *ordered*, if any. This information is listed for each piece of equipment which was *worked* on. Additionally, any notes *entered* by the technician in the "Notes" screens will be entered here as 55 well" (emphasis added). Applicant respectfully stresses Morris's use of the *past tense* verb tense (*e.g.*, generated, produced, recorded, taken, made, performed, ordered, etc.).

There is no indication in the Examiner-cited sections of Morris that the system notifies a *customer* requesting on-location electronics troubleshooting services of estimated time of arrival of a notified technician. It is respectfully noted that this feature is important in permitting a *customer*

to predictably plan the customer's day around the expected service time. This is a helpful feature to customers in that it leads to more satisfied customers.

Since this identical feature is apparently missing in Morris, applicant respectfully submits that the Examiner has not established a *prima facie* case of anticipation with respect to Claim 10. Applicant respectfully requests that the Board reverse the decision of the Examiner.

#### Claim 11

Applicant respectfully submits that Morris does not teach *each and every* element of applicant's claim 11 such that a *prima facie* case of anticipation has not been established. Applicant repeats in full at this point by reference the entire above arguments regarding Morris. Applicant respectfully submits that Morris does not disclose the elements of applicant's claimed invention as the Examiner suggests, and that Morris is different both structurally and functionally from applicant's claimed invention. Thus it is respectfully submitted that a *prima facie* case of anticipation has not been established.

Claim 11 recites that the system provide to a customer an estimated time of arrival by a notified technician; and records the estimated time of arrival provided by the notified technician.

As in Claim 10, the Examiner cites FIG. 4 and column 19, lines 43-55 of Morris as allegedly disclosing the claimed elements of Claim 11.

Applicant respectfully submits that Morris does not disclose notifying a customer of the estimated time of arrival (*i.e.*, prior to arriving). Morris clearly relates to events after completion of the work as clearly indicated in FIG. 4 and column 19, lines 43-55 and as explained above with respect to Claim 10.

Applicant respectfully notes that recording estimated time of arrival allows each individual technician's verbally communicated customer arrival time to be measured for accuracy. When a technician is consistently later than another technician, or less likely to be accurate with their own estimate of arrival times, the automated dispatching system will dispatch the technician who has a more accurate "score" in reporting arrival time when both candidate technicians have an equivalent elapsed time since their last completed job. This translates to improved response times, happier customers, and repeat business for the troubleshooting service organization.

Since this identical feature is apparently missing in Morris, applicant respectfully submits that the Examiner has not established a *prima facie* case of anticipation with respect to Claim 11. Applicant respectfully requests that the Board reverse the decision of the Examiner.

### Claim 12

Applicant respectfully submits that Morris does not teach *each and every* element of applicant's claim 12 such that a *prima facie* case of anticipation has not been established. Applicant repeats in full at this point by reference the entire above arguments regarding Morris. Applicant respectfully submits that Morris does not disclose the elements of applicant's claimed invention as the Examiner suggests, and that Morris is different both structurally and functionally from applicant's claimed invention. Thus it is respectfully submitted that a *prima facie* case of anticipation has not been established.

Claim 12 relates to the claimed system being capable of providing services all day long by virtue of applicant's automated dispatching feature (not human dispatching as in Morris),

The Examiner cites FIG. 2 as allegedly disclosing the features of Claim 12. FIG. 2 shows a computer screen showing the status of technicians (available, at job site, etc.). Morris teaches that the screen of FIG. 2 is important so that "real-time" queries can be run for the benefit of the home office (which performs personnel and administrative functions). Thus, it is understood that Morris requires a home office with staff who may query the system to determine the "status" of the various technicians as shown in FIG. 2.

Applicant teaches "automatic dispatching" without requiring a staff. Thus, the claim to providing services at "any time of day" is meaningful and commercially significant. This claim is advantageous since, for service organizations, keeping staff working twenty-four hours per day is a significant expense that many service organizations may not be able to fund without a system like that of applicant.

Further, FIG. 2 of Morris shows dates and times that range between 8:00am and 5:00pm, which are typical business hours.

Since the identical feature of Claim 12 is apparently missing in Morris, applicant respectfully submits that the Examiner has not established a *prima facie* case of anticipation with respect to Claim 12.

For the reasons advanced above, applicant respectfully submits that Morris does not disclose each and every element of Claim 12 and that the Examiner has not established a *prima facie* case of anticipation. Applicant respectfully requests that the Board reverse the decision of the Examiner.

### Claims 16 and 17

Applicant respectfully submits that Morris does not teach *each and every* element of applicant's claim 16 such that a *prima facie* case of anticipation has not been established. Applicant repeats in full at this point by reference the entire above arguments regarding Morris. Applicant respectfully submits that Morris does not disclose the elements of applicant's claimed invention as the Examiner suggests, and that Morris is different both structurally and functionally from applicant's claimed invention. Thus it is respectfully submitted that a *prima facie* case of anticipation has not been established.

Claim 16 relates to the system wherein technicians are selectable based on qualification criteria (geographic location, competency level), recording the technician information (technician name, technician home address, technician home telephone number, technician email address, and technician electronics-technician skills), selecting technicians using the qualification criteria, assigning each technician a unique identification number; assigning a technician home address to at least one geographic dispatch area; and implementing a technician user interface module of such Internet-website-client-server-assisted system.

Applicant respectfully notes that faster service directly translates to happier customers and repeat business for the troubleshooting service organization. In Morris, there is no disclosure that technicians strictly serve in one geographic dispatch area. Without the system of applicant, customers will not be serviced in a consistently predicted manner. Further, assigning a competent technician based on qualification criteria increases the chances of customer satisfaction which translates to future revenue to the troubleshooting service organization.

Applicant respectfully submits that Morris clearly does not disclose the features of Claim 16, including certifying technicians, as applicant claims.

The Examiner cites Morris at column 11, lines 5-15 and 40-60. The Examiner-identified portions of Morris only discuss a technician's billing rate and employee ID number. Further, neither FIG. 2 nor FIG. 3 of Morris show anything remarkable pertaining to Claim 16.

Claim 17 recites that the technician information further comprises technician cellular phone number; and technician pager number. Claim 17 depends from Claim 16. If the rejection of Claim 16 is reversed, applicant respectfully requests that Claim 17 should also be reversed.

Since the identical features of Claims 16 and 17 are apparently missing in Morris, applicant respectfully submits that the Examiner has not established a *prima facie* case of anticipation with

respect to Claim 16 and 17. Applicant respectfully requests that the Board reverse the decision of the Examiner.

#### Claim 19

Applicant respectfully submits that Morris does not teach each and every element of applicant's claim 19 such that a *prima facie* case of anticipation has not been established. Applicant repeats in full at this point by reference the entire above arguments regarding Morris. Applicant respectfully submits that Morris does not disclose the elements of applicant's claimed invention as the Examiner suggests, and that Morris is different both structurally and functionally from applicant's claimed invention. Thus it is respectfully submitted that a *prima facie* case of anticipation has not been established.

Claim 19 claims automatic notification of a technician of needed troubleshooting services by the claimed steps which includes selecting a technician using dispatch selection criteria which comprises identifying a technician assigned to the same geographic dispatch area as the service location, identifying such a technician having the greatest elapsed time since the last notification; and notifying the technician to provide on-location electronics troubleshooting services requested by such at least one customer; recording the time of such notification, on such at least one Internet website client server.

The Examiner cites FIG. 3 and columns 11 to 12 of Morris as allegedly disclosing the features of Claim 19.

Applicant respectfully submits that Morris does *not*, among other things, systematically identify and assign a technician having the greatest elapsed time since the last notification. Morris clearly states that an "available" technician is sent (Morris at column 11, lines 49-50). Applicant's system is commercially significant in that it provides a system where automatic dispatching is accomplished. In Morris, the evidence shows that work orders are dispatched manually. See, for example, the following:

- Page 17-18 of this appeal brief (*explicit* evidence of human dispatching);
- column 2, lines 60-61 (The selection of technician may be handled by the field service organization);
- FIG. 6 (which shows a typical user interface screen for the technician system showing details regarding the job provided to the technician from the dispatcher. On this figure, there is a "Special Notes from Dispatch" section which has a human-

entered note stating, "Bring 12" ladder to access roof. Keys with guard on 1st floor".);

- column 6, lines 40-42 ("Other types of information that may be useful include billing records for clients, and the list of currently requested service that has not yet been dispatched to a particular technician. Work order dispatch functions may be handled by the office system in certain embodiments of the present invention".);
- column 11, lines 60-63 ("In modes where the office performs the dispatching function, the information for the work order is sent to the office system, where the office may determine to which technician to assign the work order.");
- column 11, line 67 to column 12, line 68 ("Although the dispatch selection is handled by different parties...");
- column 13, lines 63-65 ("This information [i.e., technician availability] will be available to the office (see FIG.3) and will be used by the office for dispatching purposes in modes using office dispatching.");
- column 16, 54-58 ("This screen shows notes which have been included for the technician by the dispatcher beyond the information that was submitted by the customer in reporting the problem."); and
- column 17, 5-9 ("[I]f the original problem report from the customer stated that their Brand X Model 17 fan system was broken, information regarding precautions necessary to take when servicing a Brand X Model 17 could be included when the work order is prepared for the technician.").

There is no disclosure in Morris that clearly enables dispatching other than human/manual dispatching where a human is present to dispatch, insert notes into a work order, select a technician, etc. Applicant's system overcomes these problems and claims identification of a technician for a service order by identifying a technician assigned to the same geographic dispatch area as the service location in an automatic fashion.

Applicant's system is advantageous in that it solves problems associated with human dispatching including dispatcher favoritism/"ill will" toward a particular technician, continuous dispatching (*i.e.*, dispatching does not stop when human dispatchers are "on a break"), ability to match a technician's skill level with a particular technical problem, and systematic assignment of a technician to a job site within a geographic area.

Since the identical feature of Claim 19 is apparently missing in Morris, applicant respectfully submits that the Examiner has not established a *prima facie* case of anticipation with respect to Claim 19.

For the reasons advanced above, applicant respectfully submits that Morris does not disclose each and every element of Claim 19 and that the Examiner has not established a *prima facie* case of anticipation. Applicant respectfully requests that the Board reverse the decision of the Examiner.

#### Claim 20

Applicant respectfully submits that Morris does not teach *each and every* element of applicant's claim 20 such that a *prima facie* case of anticipation has not been established. Applicant repeats in full at this point by reference the entire above arguments regarding Morris. Applicant respectfully submits that Morris does not disclose the elements of applicant's claimed invention as the Examiner suggests, and that Morris is different both structurally and functionally from applicant's claimed invention. Thus it is respectfully submitted that a *prima facie* case of anticipation has not been established.

Claim 20 further defines the system with ability to receive a work shift start time and end time request from a technician. It is respectfully submitted that Morris does not teach such a feature.

An important object and feature of applicant's invention is to provide a system which assists in the management of technicians and their work shift schedules with minimal supervisory involvement. This system feature advantageously saves the troubleshooting service organization money. In Morris, the technician communicates "available status" to management and the system records total time worked. However, in Morris, the technicians are not permitted to manage their own shifts as applicant claims. In fact, in Morris, there is no mention of shift planning for technicians. In Morris, a technician is only available when they have their system powered up or when they explicitly log in to show availability for selection.<sup>5</sup>

Since this identical feature is apparently missing in Morris, applicant respectfully submits that the Examiner has not established a *prima facie* case of anticipation with respect to Claim 20.

For the reasons advanced above, applicant respectfully submits that Morris does not disclose each and every element of Claim 20 and that the Examiner has not established a *prima facie* case of anticipation. Applicant respectfully requests that the Board reverse the decision of the Examiner.

#### Claims 21 and 22

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<sup>5</sup> See Morris at column 13, lines 33-41.



Applicant respectfully submits that Morris does not teach *each and every* element of applicant's claim 21 such that a *prima facie* case of anticipation has not been established. Applicant repeats in full at this point by reference the entire above arguments regarding Morris. Applicant respectfully submits that Morris does not disclose the elements of applicant's claimed invention as the Examiner suggests, and that Morris is different both structurally and functionally from applicant's claimed invention. Thus it is respectfully submitted that a *prima facie* case of anticipation has not been established.

Claim 21 adds presenting planned shift scheduling to such at least one technician. Planned shift scheduling saves the troubleshooting service organization money by minimizing the number of supervisors on staff. It is respectfully submitted that Morris does not in any way teach planned shift scheduling.

Since this identical feature is apparently missing in Morris, applicant respectfully submits that the Examiner has not established a *prima facie* case of anticipation with respect to Claim 21.

For the reasons advanced above, applicant respectfully submits that Morris does not disclose each and every element of Claim 21 and that the Examiner has not established a *prima facie* case of anticipation. Applicant respectfully requests that the Board reverse the decision of the Examiner.

Regarding Claim 22, text based and graphical reports show trends that a troubleshooting service organization can use to make smarter decisions regarding hiring qualified technicians, training technicians to communicate more accurate arrival times with customers (which are based on accurate end times among other data). These steps ensure that customers receive the fastest service possible. Faster service (coupled with good service) translates to happier customers and repeat business for the troubleshooting service organization.

Claim 22 depends from Claim 2. It is respectfully submitted that if the rejection of Claim 2 is reversed, Claim 22 should also be reversed.

Since the identical features of Claims 21 and 22 are apparently missing in Morris, applicant respectfully submits that the Examiner has not established a *prima facie* case of anticipation with respect to Claims 21 and 22. Applicant respectfully requests that the Board reverse the decision of the Examiner.

**ISSUE 2: Are Claims 23-32 patentable under 35 U.S.C. §102 over Morris?**

It is applicant's position that Claims 23-32 have not been properly examined under 37 C.F.R. §1.104 (see Issue 2a below) and respectfully requests that the Board reverse the decision of the Examiner with respect to Claims 23-32.

Further, applicant respectfully submits that Morris does not disclose *each and every* element of applicant's claim 22 such that a *prima facie* case of anticipation has not been established. While applicant's position is that the claims have not been properly examined, applicant is submitting comments on the differences between Morris and the claimed subject matter to support a finding that Claims 23-32 are patentable under 35 U.S.C. §102.

**Claim 23**

In Claim 23, for example, Morris does not disclose "computer processor means for managing collecting at least one fee from such at least one customer relating to such on-location electronics troubleshooting services". Further, Morris does not disclose "computer processor and communications-device means for automatically notifying such at least one technician to provide such on-location electronics troubleshooting services requested by such at least one customer".

Morris discloses traditional billing/invoicing and not "computer processor means for managing collecting at least one fee from such at least one customer relating to such on-location electronics troubleshooting services". Additionally, in Morris, technicians are assigned and dispatched based on "real-time" availability by a "home office" human dispatcher and not "automatically" as claimed by applicant. Applicant claims a "computer processor and communications-device means for automatically notifying such at least one technician to provide such on-location electronics troubleshooting services requested by such at least one customer".

Since the identical features of Claim 23 are apparently missing in Morris, applicant respectfully submits that the Examiner has not established a *prima facie* case of anticipation with respect to Claim 23. Applicant respectfully requests that the Board reverse the decision of the Examiner.

**Claim 24**

With respect to Claim 24, applicant claims "computer processor means for substantially fully automating such dispatching of such at least one technician to such at least one customer relating to such on-location troubleshooting". Morris does not automatically dispatch. In Morris, the evidence shows that work orders are dispatched manually. See, for example, the following:

- page 17-18 of this appeal brief (*explicit* evidence of human dispatching);;
- column 2, lines 60-61 (The selection of technician may be handled by the field service organization);
- FIG. 6 (which shows a typical user interface screen for the technician system showing details regarding the job provided to the technician from the dispatcher. On this figure, there is a “Special Notes from Dispatch” section which has a human-entered note stating, “Bring 12” ladder to access roof. Keys with guard on 1st floor”.);
- column 6, lines 40-42 (“Other types of information that may be useful include billing records for clients, and the list of currently requested service that has not yet been dispatched to a particular technician. Work order dispatch functions may be handled by the office system in certain embodiments of the present invention”.);
- column 11, lines 60-63 (“In modes where the office performs the dispatching function, the information for the work order is sent to the office system, where the office may determine to which technician to assign the work order.”);
- column 11, line 67 to column 12, line 68 (“Although the dispatch selection is handled by different parties...”);
- column 13, lines 63-65 (“This information [i.e., technician availability] will be available to the office (see FIG.3) and will be used by the office for dispatching purposes in modes using office dispatching.”);
- column 16, 54-58 (“This screen shows notes which have been included for the technician by the dispatcher beyond the information that was submitted by the customer in reporting the problem.”); and
- column 17, 5-9 (“[I]f the original problem report from the customer stated that their Brand X Model 17 fan system was broken, information regarding precautions necessary to take when servicing a Brand X Model 17 could be included when the work order is prepared for the technician.”).

Since the identical features of Claim 24 are apparently missing in Morris, applicant respectfully submits that the Examiner has not established a *prima facie* case of anticipation with respect to Claim 24. Applicant respectfully requests that the Board reverse the decision of the Examiner.

#### Claim 25

With respect to Claim 25, Morris does not teach or disclose “computer processing means for selecting such at least one technician using dispatch selection criteria; wherein such dispatch selection criteria comprises such at least one technician assigned to such same geographic dispatch area of such at least one customer requesting on-location electronics troubleshooting services, and such at least one technician having greatest elapsed time since last such dispatch; and communications device means for notifying such at least one technician to provide such on-location electronics troubleshooting services requested by such at least one customer; and computer processor means for recording time of such notification of such at least one technician.”

Morris teaches manual dispatching by a human. Further, there is no teaching in Morris that the selection criteria used by the system is based on the technician having the greatest elapsed time since that technician’s last dispatch.

Since the identical features of Claim 25 are apparently missing in Morris, applicant respectfully submits that the Examiner has not established a *prima facie* case of anticipation with respect to Claim 25. Applicant respectfully requests that the Board reverse the decision of the Examiner.

#### Claims 26-28

With respect to Claim 26-28, Morris does not teach “computer interface and storage means for receiving credit card account information from such at least one customer; computer processor and communications means for requesting payment from such at least one credit card account on behalf of such at least one customer; and computer processor means for recording such payment on behalf of such at least one customer” as claimed.

Since the identical features of Claims 26-28 are apparently missing in Morris, applicant respectfully submits that the Examiner has not established a *prima facie* case of anticipation with respect to Claims 26-28. Applicant respectfully requests that the Board reverse the decision of the Examiner.

#### Claim 29

With respect to Claim 29, Morris does not teach the elements of Claim 29 and the claim from which it depends (Claim 23).

Since the identical features of Claim 29 are apparently missing in Morris, applicant respectfully submits that the Examiner has not established a *prima facie* case of anticipation with

respect to Claim 29. Applicant respectfully requests that the Board reverse the decision of the Examiner.

Claim 30-32

With respect to Claim 30, Morris does not teach the claimed system. Applicant's claimed invention assists planning work shifts and scheduling shifts. Morris only discloses when a technician is or has been available and does not contemplate input of work shifts or shift scheduling.

With respect to Claim 31, Morris does not teach the elements of Claim 31 and the claim from which it depends (Claim 23).

With respect to Claim 32, Morris does not teach, *inter alia*, notifying automatically, using such at least one network-client-server-assisted system, at least one service provider to provide such services requested by such at least one customer.

Since the identical features of Claims 30-32 are apparently missing in Morris, applicant respectfully submits that the Examiner has not established a *prima facie* case of anticipation with respect to Claims 30-32. Applicant respectfully requests that the Board reverse the decision of the Examiner.

**ISSUE 2a: Have Claims 23-32 been properly examined under 37 C.F.R. §1.104 ?**

Additionally, it is noted that the Examiner fails to comply with the requirements of 37 C.F.R. §1.104 because Claims 23-32 have not been individually addressed. The Examiner provided no analysis for the rejection of Claims 23-32 which are related to the same inventive concept, but not identical to Claims 1-22. 37 CFR §1.104 states, *inter alia*,

The examiner's action will be complete as to all matters when a reference is complex or shows or describes inventions other than that claimed by the applicant, the particular part relied upon must be designated as nearly as practicable. The pertinence of each reference, if not apparent, must be clearly explained and each rejected claim specified. 37 CFR §1.104(b) and (c)(2).

Applicant respectfully submits that the Examiner has not provided reasons for rejecting Claims 23-32 and that this fails to comply with the requirements of 37 C.F.R. §1.104. Since the Examiner has not established a *prima facie* case of anticipation, applicant respectfully requests that the Board reverse the decision of the Examiner.

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**35 U.S.C. §103**

**Applicant's Claims are Non-Obvious**

**ISSUE 3: Are Claims 7-9, 13-15, and 18 patentable over Morris in view of Taylor?**

It is respectfully submitted that a prima facie case of obviousness has not been established and that the Examiner's combination of Morris and Taylor does not meet the claim language. Further, it is respectfully submitted that there is no factual or relevant legal basis that supports the Examiner's position that the identified claims are allegedly "obvious" especially since there is no disclosure, teaching, or suggestion, clearly in the Morris or Taylor references that would result in the claimed combination. *KSR Int'l. Co. v. Teleflex Inc.*, 127 S. Ct. 1727, 1741 (2007) teaches that an invention "composed of several elements" is not proved obvious merely by demonstrating that each of its elements was, independently, known in the prior art. (*KSR* at 1741). There must be "a reason" that would have prompted a person of ordinary skill in the relevant field to combine the elements in the way the claimed new invention does." *Id.*

Turning now to the references, Taylor discloses a wireless, handheld cellular device having a magnetic stripe reader which functions as a point-of-sale (POS) terminal to read credit card transactions. The Morris system is directed to a troubleshooting system. A reasonable combination of Taylor and Morris would be providing technicians in the field with a handheld POS terminal to "swipe" a credit card while in the field; however, this is not what applicant claims.

It is noted that Claim 7 (and the claims from which it depends) relates to the automatic fee collecting function and recites that credit card information is stored on at least one Internet website client server. The proposed combination of Morris and Taylor actually teaches away from applicant's claimed invention. In the proposed combination of Morris and Taylor, the Examiner essentially proposes that the technician would have a Taylor device to swipe a card when work has been completed. However, this contradicts the "automatic" nature of applicant's claimed invention if a "manual" step occurs (*i.e.*, swiping a credit card at a troubleshooting site). Thus, the claimed combination of Morris and Taylor does *not* meet the claim language.

Applicant respectfully notes that the Examiner's reasoning does not come from the Taylor or Morris references themselves as explained above since a combination of the references does not result in applicant's claimed invention. Thus, if the Examiner's reasoning does not come from the references, the reasoning *must* be premised on impermissible hindsight. Applicant respectfully notes the following: "It is difficult but necessary that the decision maker forget what he or she has

been taught . . . about the claimed invention and cast the mind back to the time the invention was made (often as here many years), to occupy the mind of one skilled in the art." *W.L. Gore & Associates, Inc. v. Garlock, Inc.*, 721 F.2d 1540, 220 USPQ 303, 313 (Fed. Cir. 1983), *cert. denied*, 469 U.S. 851 (1984).

Applicant respectfully submits that the Examiner has not established a *prima facie* case of obviousness with respect to Claims 7-9, 13-15, and 18 since the proposed combination does not meet the claim language. Applicant respectfully requests that the Board reverse the decision of the Examiner.

**ISSUE 3a: Have Claims 13-15 and 18 been properly examined under 37 C.F.R. §1.104 ?**

With respect to Claims 13-15 it is respectfully submitted that the Examiner has failed to comply with the requirements of 37 C.F.R. §1.104 because Claims 13-15 and 18 have not been individually addressed. The Examiner provided no analysis for the rejection of Claims 13-15 and 18. Since the Examiner has not established a *prima facie* case of obviousness, applicant respectfully requests that the Board reverse the decision of the Examiner.

**IX CONCLUSION**

Applicant has demonstrated that the present invention as claimed is clearly presented in proper form and distinguishable over the prior art of record. Therefore, applicant respectfully requests that the Board of Patent Appeals and Interferences to reverse the rejection of the Examiner and instruct the Examiner to issue a notice of allowance of all claims.

A fee of \$270 is submitted herewith by EFS-WEB to cover the filing fee for the brief. If there are any further fees necessitated by the foregoing communication, please charge such fees to our Deposit Account No. 50-1887, or if the amount submitted herewith is greater than the amount required, please credit any overpayment to our Deposit Account No. 50-1887.

Respectfully submitted,

Date: July 17, 2009

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## **X CLAIMS APPENDIX**

- 1) An Internet-website-client-server-assisted system, relating to providing on-location electronics troubleshooting services, comprising the steps of:
  - a) registering customer information relating to at least one customer;
  - b) registering technician information relating to at least one technician having electronics-technician abilities relating to providing such on-location electronics troubleshooting services;
  - c) maintaining a database, on at least one Internet website client server, of such customer information relating to such at least one customer;
  - d) maintaining a database, on such at least one Internet website client server, of such technician information relating to such at least one technician;
  - e) collecting automatically, using such at least one Internet website client server, at least one fee from such at least one customer relating to such on-location electronics troubleshooting services;
  - f) receiving, on such at least one Internet website client server, requests relating to such on-location electronics troubleshooting services from such at least one customer;
  - g) notifying automatically, using such at least one Internet website client server, such at least one technician to provide such on-location electronics troubleshooting services requested by such at least one customer;
  - h) receiving on-location electronics troubleshooting service information, on at least one Internet website client server, from such at least one technician; and
  - i) maintaining a database, on such at least one Internet website client server, of such on-location electronics troubleshooting service information.



- 2) The Internet-website-client-server-assisted system according to Claim 1 wherein such at least one customer and such at least one technician are sufficiently co-located within geographical areas to provide appropriate response times.
- 3) The Internet-website-client-server-assisted system according to Claim 2, wherein such step of receiving on-location electronics troubleshooting service information by such at least one technician comprises the steps of:
  - a) receiving start time of such on-location electronics troubleshooting service, on such at least one Internet website client server, from selected such at least one technician;
  - b) receiving end time of such on-location electronics troubleshooting services, on such at least one Internet website client server, from selected such at least one technician;
  - c) storing such start time of such on-location electronics troubleshooting service on such at least one Internet website client server; and
  - d) storing such end time of such on-location electronics troubleshooting service on such at least one Internet website client server.
- 4) The Internet-website-client-server-assisted system according to Claim 3 further comprising the steps of:
  - a) receiving indication of any need relating to repair service, on such at least one Internet website client server, from such selected at least one technician;
  - b) receiving indication of selected type of such repair service, on such at least one Internet website client server, from such selected at least one technician;
  - c) storing such indication of any need relating to repair service on such at least one Internet website client server;

- d) storing such selected type of such repair service, on such at least one Internet website client server;
  - e) selecting such at least one repair service of such selected type of repair service; and
  - f) notifying such selected at least one repair service to contact such at least one customer.
- 5) The Internet-website-client-server-assisted system according to Claim 3 further comprising the steps of:
- a) receiving customer satisfaction evaluation from such selected at least one technician; and
  - b) storing such customer satisfaction evaluation.
- 6) The Internet-website-client-server-assisted system according to Claim 2, wherein such step of collecting automatically, using such at least one Internet website client server, at least one fee from such at least one customer relating to such on-location electronics troubleshooting services comprises the steps of:
- a) agreeing to at least one payment of a specified amount by such at least one customer; and
  - b) receiving such at least one payment.
- 7) The Internet-website-client-server-assisted system according to Claim 6, wherein such step of receiving such at least one payment comprises the steps of;
- a) providing of credit card account information by such at least one customer;
  - b) storing such at least one credit card account information, on at least one Internet website client server, relating to such at least one customer;

- c) authorizing at least one charge to such credit card account of such at least one customer;
  - d) storing such authorization of at least one charge to such credit card account, on at least one Internet website client server, of such at least one customer;
  - e) requesting at least one payment from such at least one credit card account on behalf of such at least one customer; and
  - f) recording such at least one payment, on at least one Internet website client server, on behalf of such at least one customer.
- 8) The Internet-website-client-server-assisted system according to Claim 7, wherein such step of requesting at least one payment from such at least one credit card account on behalf of such at least one customer comprises the step of requesting such at least one payment from such at least one credit card account on behalf of such at least one customer substantially automatically at pre-determined intervals.
- 9) The Internet-website-client-server-assisted system according to Claim 7, wherein such step of requesting at least one payment from such at least one credit card account on behalf of such at least one customer comprises the step of requesting such at least one payment from such at least one credit card account on behalf of such at least one customer at completion of on-location electronics troubleshooting services by such at least one technician.
- 10) The Internet-website-client-server-assisted system according to Claim 2 further comprising the steps of:
- a) notifying such at least one customer requesting such on-location electronics troubleshooting services of estimated time of arrival of notified such at least one technician; and

- b) providing such on-location electronics troubleshooting services to such at least one customer.
- 11) The Internet-website-client-server-assisted system according to Claim 10 wherein such step of notifying such at least one customer requesting such on-location electronics troubleshooting services of estimated time of arrival of notified such at least one technician comprises the steps of:
  - a) providing to such at least one customer such estimated time of arrival by such notified such at least one technician; and
  - b) recording such estimated time of arrival provided by such notified such at least one technician.
- 12) The Internet-website-client-server-assisted system according to Claim 10 further comprising the steps of:
  - a) providing such on-location electronics troubleshooting services to such at least one customer at any time of day; and
  - b) providing such on-location electronics troubleshooting services to such at least one customer on any day.
- 13) The Internet-website-client-server-assisted system according to Claim 2, wherein such step of registering customer information relating to at least one customer further comprises the steps of:
  - a) recruiting such at least one customer;
  - b) obtaining agreement from such at least one customer to pay for such on-location electronics troubleshooting services;

- c) recording such customer information, on at least one Internet website client server, relating to such at least one customer;
  - d) wherein such customer information comprises
    - i) service location address;
    - ii) at least one contact name;
    - iii) at least one contact telephone number; and
  - e) assigning such service location address to at least one geographic dispatch area.
- 14) The Internet-website-client-server-assisted system according to Claim 13, wherein such customer information further comprises:
- a) customer name;
  - b) customer billing address;
  - c) customer email address;
  - d) customer credit card number; and
  - e) customer credit card number expiration date.
- 15) The Internet-website-client-server-assisted system according to Claim 13 further comprising the steps of:
- a) providing on-location assistance relating to implementation of such on-site customer interface module of such Internet-website-client-server-assisted system to such at least one customer; and
  - b) providing on-location usage training relating to such on-site customer interface module of such Internet-website-client-server-assisted system to such at least one customer.

- 16) The Internet-website-client-server-assisted system according to Claim 2, wherein such step of registering technician information relating to at least one technician having electronics-technician abilities relating to providing such on-location electronics troubleshooting services comprises the steps of:
- a) establishing a plurality of qualification criteria relating to selecting such at least one technician;
  - b) wherein such qualification criteria comprise
    - i) geographic location of residence of such at least one technician, and
    - ii) required minimum competency levels relating to electronics-technician abilities; and
  - c) recruiting such at least one technician; and
  - d) recording technician information, on at least one Internet website client server, relating to selected such at least one technician;
  - e) wherein such technician information comprises
    - i) technician name,
    - ii) technician home address,
    - iii) technician home telephone number,
    - iv) technician email address, and
    - v) technician electronics-technician skills;
  - f) selecting such at least one technicians using such plurality of qualification criteria;
  - g) assigning such selected at least one technician a unique identification number;
  - h) assigning such technician home address to at least one geographic dispatch area; and

- i) implementing at least one technician user interface module of such Internet-website-client-server-assisted system.
- 17) The Internet-website-client-server-assisted system according to Claim 16, wherein such technician information further comprises:
- a) technician cellular phone number; and
  - b) technician pager number.
- 18) The Internet-website-client-server-assisted system according to Claim 2 wherein such step of receiving, on such at least one Internet website client server, requests relating to such on-location electronics troubleshooting services from such at least one customer comprises the steps of:
- a) inputting of login identification information, on such at least one Internet website client server, from such at least one customer;
  - b) validating login identification information from such at least one customer;
  - c) receiving confirmation of accuracy, on such at least one Internet website client server, of such customer information;
  - d) receiving contact information, on such at least one Internet website client server, relating to such current at least one on-location electronics troubleshooting request;
  - e) submitting of at least one problem description relating to such current at least one on-location electronics troubleshooting request by such at least one customer; and
  - f) receiving of such at least one problem description relating to such current at least one on-location electronics troubleshooting request, on such at least one Internet website client server, from such at least one customer.

- 19) The Internet-website-client-server-assisted system according to Claim 2, wherein such step of notifying automatically, using such at least one Internet website client server, such at least one technician to provide such on-location electronics troubleshooting services requested by such at least one customer comprises the steps of:
- a) selecting such at least one technician using dispatch selection criteria;
  - b) wherein such dispatch selection criteria comprises
    - i) identifying at least one of such at least one technician assigned to such same geographic dispatch area as such service location of such at least one customer requesting on-location electronics troubleshooting services, and
    - ii) identifying at least one such technician having greatest elapsed time since such last notification; and
  - c) notifying such at least one technician to provide such on-location electronics troubleshooting services requested by such at least one customer; and
  - d) recording time of such notification, on such at least one Internet website client server, of such at least one technician.
- 20) The Internet-website-client-server-assisted system according to Claim 2 further comprising the steps of:
- a) receiving at least one work shift start request, on such at least one Internet website client server, from such at least one technician;
  - b) storing time of day and date of receipt of such work shift start request, on such at least one Internet website client server, from such at least one technician;
  - c) sending confirmation of start of work shift to such at least one technician;



- d) receiving at least one end of work shift request, on such at least one Internet website client server, from such at least one technician;
  - e) storing time of day and date of receipt of such at least one end of work shift request, on such at least one Internet website client server, from such at least one technician;  
and
  - f) sending confirmation of end of work shift to such at least one technician.
- 21) The Internet-website-client-server-assisted system according to Claim 20 further comprising the step of presenting planned shift scheduling to such at least one technician.
- 22) The Internet-website-client-server-assisted system according to Claim 2 further comprising the steps of:
- a) preparing text-based reports; and
  - b) preparing graphical reports.
- 23) An Internet website client-server computer system relating to providing on-location electronics troubleshooting services comprising, in combination:
- a) computer interface and storage means for registering customer data relating to at least one customer;
  - b) computer interface and storage means for registering technician data relating to at least one technician having electronics-technician abilities relating to providing such on-location electronics troubleshooting services;
  - c) database means for maintaining a database of such customer data relating to such at least one customer;
  - d) database means for maintaining a database of such technician data relating to such at least one technician;

- e) computer processor means for managing collecting at least one fee from such at least one customer relating to such on-location electronics troubleshooting services;
  - f) computer interface and storage means for receiving requests relating to such on-location electronics troubleshooting services from such at least one customer;
  - g) computer processor and communications-device means for automatically notifying such at least one technician to provide such on-location electronics troubleshooting services requested by such at least one customer; and
  - h) computer interface and storage means for recording on-location electronics troubleshooting service information.
- 24) The Internet website client-server computer system according to Claim 23 further comprising:
- a) computer processor means for substantially fully automating such dispatching of such at least one technician to such at least one customer relating to such on-location troubleshooting.
- 25) The Internet website client-server computer system according to Claim 24 further comprising:
- a) computer processing means for selecting such at least one technician using dispatch selection criteria;
  - b) wherein such dispatch selection criteria comprises
    - i) such at least one technician assigned to such same geographic dispatch area of such at least one customer requesting on-location electronics troubleshooting services, and

- ii) such at least one technician having greatest elapsed time since last such dispatch; and
  - c) communications device means for notifying such at least one technician to provide such on-location electronics troubleshooting services requested by such at least one customer; and
  - d) computer processor means for recording time of such notification of such at least one technician.
- 26) The Internet website client-server computer system according to Claim 23, wherein such computer processor means for managing collecting at least one fee from such at least one customer relating to such on-location electronics troubleshooting services further comprises:
  - a) computer interface and storage means for receiving credit card account information from such at least one customer;
  - b) computer processor and communications means for requesting payment from such at least one credit card account on behalf of such at least one customer; and
  - c) computer processor means for recording such payment on behalf of such at least one customer.
- 27) The Internet-website-client-server-assisted system according to Claim 26, wherein such computer processor and communications means for requesting payment from such at least one credit card account on behalf of such at least one customer comprises computer processor and communications means for requesting such at least one payment from such at least one credit card account on behalf of such at least one customer substantially automatically at pre-determined intervals.

- 28) The Internet-website-client-server-assisted system according to Claim 26, wherein such computer processor and communications means for requesting payment from such at least one credit card account on behalf of such at least one customer comprises computer processor and communications means for requesting such at least one payment from such at least one credit card account on behalf of such at least one customer at completion of on-location electronics troubleshooting services by such at least one technician.
- 29) The Internet website client-server computer system according to Claim 23, wherein such computer interface and storage means for receiving requests relating to such on-location electronics troubleshooting services from such at least one customer further comprises:
- a) computer interface means for inputting login identification information by such at least one customer;
  - b) computer processing means for validating login identification information from such at least one customer;
  - c) computer interface means for receiving confirmation of accuracy of such customer information;
  - d) computer interface and storage means for receiving contact information relating to such current at least one on-location electronics troubleshooting request; and
  - e) computer interface and storage means for receiving at least one problem description relating to such current at least one on-location electronics troubleshooting request by such at least one customer.
- 30) The Internet website client-server computer system according to Claim 23, further comprising:

- a) computer interface and storage means for receiving at least one work shift start request from such at least one technician;
  - b) computer interface means for presenting confirmation of start of work shift to such at least one technician;
  - c) computer interface and storage means for receiving at least one end of work shift request from such at least one technician;
  - d) computer interface means for presenting confirmation of end of work shift to such at least one technician;
  - e) computer interface means for presenting planned shift scheduling to such at least one technician;
  - f) computer interface and processor means for presenting text reports; and
  - g) computer interface and processor means for presenting graphical reports.
- 31) The Internet website client-server computer system according to Claim 23, wherein such computer interface and storage means for recording on-location electronics troubleshooting service information further comprises:
- a) computer interface and storage means for receiving start time of such on-location electronics troubleshooting service from such selected at least one technician;
  - b) computer interface and storage means for receiving end time of such on-location electronics troubleshooting services from such selected at least one technician;
  - c) computer interface and storage means for receiving indication of any need relating to repair service from such selected at least one technician;
  - d) computer interface and storage means for receiving indication of selected type of such repair service from such selected at least one technician;

- e) computer processor means for selecting such at least one repair service of such selected type of repair service;
  - f) communications device means for notifying such selected at least one repair service to contact such at least one customer; and
  - g) computer interface and storage means for receiving customer satisfaction evaluation.
- 32) At least one network-client-server-assisted system, relating to assisting providing services to at least one customer, comprising the steps of:
- a) maintaining a database on such at least one network-client-server-assisted system of customer-assistance information relating to such at least one customer;
  - b) receiving, on such at least one network-client-server-assisted system, requests relating to such services from such at least one customer; and
  - c) notifying automatically, using such at least one network-client-server-assisted system, at least one service provider to provide such services requested by such at least one customer.

## **XI EVIDENCE APPENDIX**

None.

## **XII RELATED PROCEEDINGS APPENDIX**

None.